

CITIZENS MEDIATION SERVICE

8-HOUR ADVANCED MEDIATION TRAINING

Date: November 15, 2019

Time: 8:30 a.m. to 5:30 p.m.

Place: Kinexus, 499 West Main St., Benton Harbor, MI

Facilitator: Peggy MacDougall

Cost: \$150.00 *Payment can be made by cash, check, money order, or credit card by phone.*

FREE for any CMS Volunteer
with at least 12 mediation
hours in 2019.

**THIS TRAINING MEETS THE SCAO REQUIREMENT TO PARTICIPATE IN 8 HOURS OF
ADVANCED MEDIATION TRAINING EVERY TWO YEARS TO REMAIN QUALIFIED TO
MEDIATE IN MICHIGAN.**

Improve Your Skills in:

Learning to efficiently summarize your client's words builds trust, allows for corrections, and helps YOU remember relevant facts as the mediation progresses.

Re-phrasing and Re-framing

Re-framing turns negative phrasing by the client to neutral language, thus helping to tame emotions and keep the mediation moving forward.

Increasing Your Odds of Reaching Agreements

So many mediators end a mediation when impasse appears imminent. Practicing how to keep a conversation going at this critical point can greatly improve your agreement rate.

Writing Solid, Enforceable Agreements

To be of value to clients and the courts, agreements must be written clearly and answer all the basic questions: who, where, what, when, how, how long, and an end time (if applicable). Specificity is key. Enforceability is also a hallmark of a good agreement.

To Register: Call 269-982-7898 or download an application online and mail with your check made out to Citizens Mediation at:

Citizens Mediation Service
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www.citizensmediation.org